

Parks and Recreation

City of Newton Performance Management
October 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has gone up since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has gone down since last reporting period

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Develop and provide a rich array of cultural, recreational and educational programs					
		Total Programs per Month	27	30	3
		Total Program Participants	19846	6300	13546
		Total Program unique Participants	682	600	82
		Total Program Revenue	\$86,851	\$93,265	\$6,414
		% of participants who are completely satisfied according to survey	99	95	4
2. Maintain parks and recreation land and facilities					
		Grounds Maintenance workorders Received	25	40	15
		Grounds Maintenance Work Orders Completed	21	45	24
		% of grounds maintenance requests completed within 5 days	90	95	5
		% of routine maintenance workorders completed on schedule	100	95	5
3. Ensure a sustainable and community forest for the future of Newton					
		Forestry Service Requests Received	536	185	351
		Forestry Service Requests Completed/ Closed	186	125	61
		Tree Maintenance Requests Backlog - Tree Prune/ Tree Remove	905	792	113
		% of Tree Maintenance requests inspected within 3 days	98	95	3
		% of Down tree, limb, or hanger requests inspected within 24 hours	96	95	1
		% of Tree Related Emergencies inspected and made safe within 3 hours	97	100	3

Notes